



# Course technical sheet

Quality Management System (QMS) – Exam

Fee

**99,00 €**

Final exam only

Course code

**QMS\_LA**

Test duration

**60 min**

Passing score

**70%**

Issued

**27/05/2026**

## Executive summary

The "Quality Management System (QMS) – Exam" course is designed to prepare professionals for the exam focused on quality management based on ISO 9001:2015 principles. The training deepens understanding of process management, the PDCA cycle, and risk-based thinking, equipping participants with skills in document control, supplier management, and nonconformity handling. Through advanced scenarios and case studies, learners develop the ability to effectively manage risks, opportunities, and quality objectives, with focus areas including logistics, e-commerce, manufacturing, and services. The course also covers internal audit methodologies, resource and training management, and basic quality improvement tools such as 5 Why, Ishikawa, and Pareto. Lasting 60 minutes, the exam tests comprehension of complex topics like leadership, quality policy, and communication within real contexts with operational constraints, providing a comprehensive foundation to support a professional quality management exam.

## Certification process

- Registration or login to the Academy platform.
- Completion of the final course examination only. Any training or preparation may be completed externally or through other channels.
- The test questions refer to the objectives, skills and topics described in this technical sheet.
- Assessment of the result, possible validation and certificate issuance according to the rules applicable to the course.

## Important note

On Academy, candidates take only the final course examination. Any training or preparation activity may be delivered externally or through other channels. The test questions refer to the topics described in this technical sheet and in the course syllabus summary.

## Syllabus summary

Quality management principles and process approach + PDCA cycle and risk-based thinking + ISO 9001:2015 requirements (context, leadership, planning, support, operation, performance evaluation, improvement) + document control and documented information + risk/opportunity analysis and quality objectives + resource, competence and training management + supplier control and procurement management + design and development (if applicable) + production/service provision control + nonconformity management, corrective and preventive actions + internal audits, management review and KPIs + customer satisfaction and complaints handling + continual improvement and basic quality tools (5 Why, Ishikawa, Pareto)

### Certification Bodies Management systems

IFZA Business Park - Building A2 - Nadd Hessa - Dubai Silicon Oasis  
United Arab Emirates  
Phone: +971 502475030  
Email: info@certificatowz.org  
VAT/Tax ID: 104216397000003

### Course technical sheet

QMS\_LA  
Page 1  
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Quality Management System (QMS) – Exam

**Learning Objectives**

- Understand quality management principles and process approach
- Apply the PDCA cycle and risk-based thinking within ISO 9001:2015 context
- Manage documentation, risks, suppliers, and nonconformities
- Prepare for the exam through practical scenarios and sector-specific cases

**Skills Acquired**

- Document control and management of documented information
- Risk analysis and quality objective setting
- Planning and control of resources and training
- Conducting internal audits and management reviews
- Application of basic continuous improvement tools

**Target Audience**

- Quality sector professionals
- Process and quality system managers
- ISO auditors and consultants
- Candidates preparing for the QMS exam

**Prerequisites**

- Basic knowledge of quality management systems

**Program**

- Quality principles and process approach
- PDCA cycle and risk-based thinking
- Detailed ISO 9001:2015 requirements
- Resource management, training, and suppliers
- Nonconformity control and corrective actions
- Internal audits and performance measurement
- Basic continuous improvement tools

**Teaching Methodology**

- Theoretical lessons combined with advanced case studies
- Exam simulations with high difficulty questions

**Evaluation Method**

- Final exam requiring at least 70% pass mark

**Duration**

- 60 minutes

**Certification**

- QMS exam pass result

**Expected Results**

- Ability to manage a quality system compliant with ISO 9001:2015
- Specific preparation for QMS exam across various business contexts